

Q1 Contact Information:

Answered: 10 Skipped: 0

ANSWER CHOICES	RESPONSES	
Utility:	100.00%	10
Contact Person:	100.00%	10
Phone Number:	100.00%	10
Email Address:	100.00%	10
Population # Served	100.00%	10

#	UTILITY:	DATE
1	Austin Water	7/28/2023 11:35 AM
2	Seattle Public Utilities	7/27/2023 11:03 AM
3	Honolulu Board of Water Supply	7/21/2023 3:48 PM
4	Northern Kentucky Water District	7/21/2023 1:37 PM
5	East Bay Municipal Utility District	7/19/2023 11:46 AM
6	Beaufort-Jasper Water & Sewer Authority	7/19/2023 8:11 AM
7	Howard County Department of Public Works (Maryland)	7/18/2023 2:09 PM
8	Cobb County-Marietta Water Authority	7/18/2023 2:00 PM
9	The City of OKC	7/18/2023 1:09 PM
10	Trinity River Authority of Texas	7/18/2023 11:02 AM

#	CONTACT PERSON:	DATE
1	David Johnson	7/28/2023 11:35 AM
2	Lauren Cutrone	7/27/2023 11:03 AM
3	Henderson Nuuhiwa	7/21/2023 3:48 PM
4	Chris Bryant	7/21/2023 1:37 PM
5	Clifford Chan	7/19/2023 11:46 AM
6	Tricia	7/19/2023 8:11 AM
7	Yosef Kebede	7/18/2023 2:09 PM
8	Lonnie Gilmore	7/18/2023 2:00 PM
9	Josh Morgan	7/18/2023 1:09 PM
10	Matthew Jalbert	7/18/2023 11:02 AM

#	PHONE NUMBER:	DATE
1	5129720446	7/28/2023 11:35 AM
2	206 639 - 0228	7/27/2023 11:03 AM
3	8087485275	7/21/2023 3:48 PM
4	859-426-2708	7/21/2023 1:37 PM

AMWA Member Inquiry from Los Angeles Department of Water & Power: Innovation & Technology

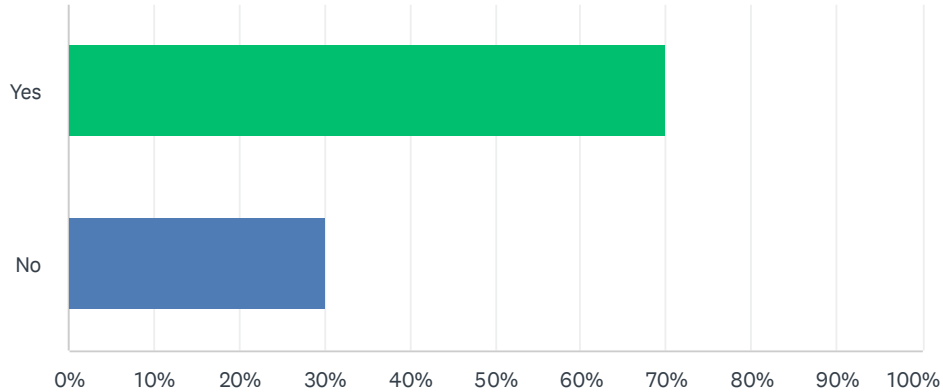
5	510-287-0101	7/19/2023 11:46 AM
6	8435405358	7/19/2023 8:11 AM
7	4103134408	7/18/2023 2:09 PM
8	770-514-5216	7/18/2023 2:00 PM
9	405-297-1222	7/18/2023 1:09 PM
10	8173720303	7/18/2023 11:02 AM

#	EMAIL ADDRESS:	DATE
1	david.johnson2@austintexas.gov	7/28/2023 11:35 AM
2	Lauren.cutrone@seattle.gov	7/27/2023 11:03 AM
3	hnuuhiwa@hbws.org	7/21/2023 3:48 PM
4	cbryant@nkywater.org	7/21/2023 1:37 PM
5	clifford.chan@ebmud.com	7/19/2023 11:46 AM
6	tricia.kilgore@bjwsa.org	7/19/2023 8:11 AM
7	ykebede@howardcountymd.gov	7/18/2023 2:09 PM
8	lgilmore@ccmwa.org	7/18/2023 2:00 PM
9	josh.morgan@okc.gov	7/18/2023 1:09 PM
10	jalbertm@trinityra.org	7/18/2023 11:02 AM

#	POPULATION # SERVED	DATE
1	>1,000,000	7/28/2023 11:35 AM
2	1.3 million	7/27/2023 11:03 AM
3	Approximately 1 million	7/21/2023 3:48 PM
4	300,000	7/21/2023 1:37 PM
5	1.4 million	7/19/2023 11:46 AM
6	180000	7/19/2023 8:11 AM
7	330,000	7/18/2023 2:09 PM
8	900,000	7/18/2023 2:00 PM
9	1.4 Million	7/18/2023 1:09 PM
10	1.8 Million	7/18/2023 11:02 AM

Q2 Does your utility have, or thought of forming, a formal innovation program?

Answered: 10 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	70.00% 7
No	30.00% 3
TOTAL	10

#	IF "YES" PLEASE BRIEFLY EXPLAIN THE BENEFITS REALIZED, AND IF "NO" PLEASE BRIEFLY EXPLAIN THE CONSTRAINTS ENCOUNTERED.	DATE
1	The Austin Water Innovation Hub (AWIH) launched earlier this year and was received well as can be attested by the early adoption and participation. The AWIH is a strategic initiative to foster creativity, drive innovation, and to propel our organization to be effective and efficient in process and operational improvements. Overall, the Innovation Hub serves as a dedicated engine for disruptive thinking, experimentation, and problem-solving within our organization, by embracing innovation as a core value, continuously pushing boundaries, and delivering value to our customers. The submissions to date provide benefits and address opportunities for enhancing operational performance, improving processes, reducing costs, improving environmental outcomes, and boosting customer experience.	7/28/2023 11:35 AM
2	The benefits of this type of division is it allows for an overview on what is going on across the whole utility. Seeing the different lines of business functions & priorities (solid waste, water and drainage and wastewater) allows for strategizing as a whole rather than in silos. This transfers nicely into the the Strategic Business Plan. The division is also able to look at technology as a utility and explore options that would fit the need as an entire group.	7/27/2023 11:03 AM
3	The program is focused on research and innovation. Benefits of the program includes improved efficiency, reduced costs, improved employee morale and engagement, input/guidance to support regulations and guidance documents/procedures, and work towards addressing the challenges facing the industry, to name a few. Detailed examples of the benefits realized from specific projects and research can be provided upon request. Success, in part, relies on a collaboration between utilities, academia, industry, consultants, and regulators.	7/19/2023 11:46 AM
4	BJWSA has a Director of Technology and Innovation, so a position more than a formal program. We've accomplished a good amount of business process optimization using underutilized parts of office365 and GIS tools. We've explored new technologies mainly through Isle's TAG program. Also considering digital transformation and better utilizing our	7/19/2023 8:11 AM

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data. The constraint is that some parts of the organization are more open to change than others.

5	<p>We are thinking of establishing an innovation forum or competition to crowd source innovative solutions to every day public works challenges. At this stage, we are talking with external stakeholders (academic and R&D type entities) about a partnership that would establish and administer this forum. By 'innovation', we mean not only 'tech' solutions but also innovations in business processes, that inherently includes different approaches to using people's talents. Another aspect of this effort is to create an ecosystem for idea generation and welcome ideas from people outside our sector.</p>	7/18/2023 2:09 PM
6	<p>We have not thought of creating a formal innovation program. We have created an IT Steering Committee to begin having discussions like these, and others, that will help align our IT needs and goals with the overall business and operational goals of CCMWA.</p>	7/18/2023 2:00 PM
7	<p>We have on our roadmap the creation of a Technology Advisory Committee to guide the efforts of our Utilities Enterprise Systems Division, which not only manages technology systems but also business process review and optimization and other quality improvements that reach beyond technology. The idea is that the committee would meet regularly with operating division managers as well as other stakeholders to determine where there are opportunities for improvements. Our Enterprise Systems Division was only formalized within the last year and this committee is scheduled to start this fall.</p>	7/18/2023 1:09 PM
8	<p>TRA has participated in quite a bit of Water Research Foundation projects in the past five - ten years. We were the second facility in the US to install Thermal Hydrolysis process at our Central Regional Wastewater System, which has a design capacity of 189 MGD and a peak flow of 405 MGD. We don't typically like to be serial number 1, but we like to look for proven technology that will help reduce the rates of our customers. In addition, we were one of the first facilities to retrofit our existing sand filters with aqua diamond filters. We were able to increase our filtration capacity in our existing footprint, which help reduce our capital costs.</p>	7/18/2023 11:02 AM

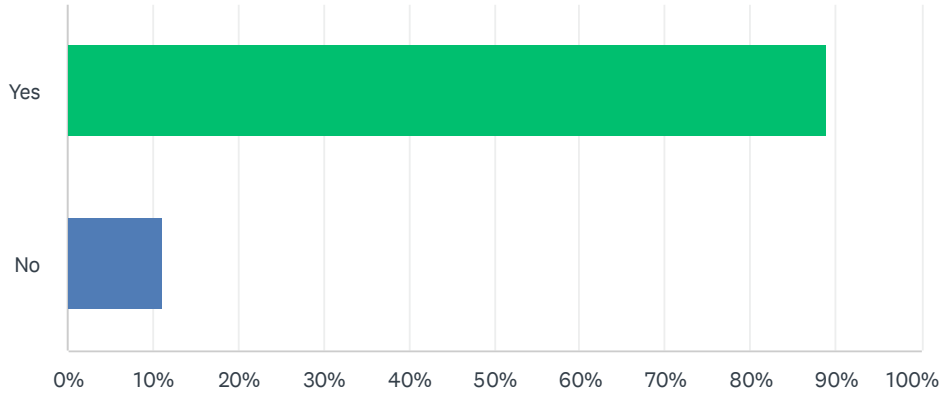
Q3 The LADWP group prepared a working framework within which there are three elements and eight disciplines. The three elements are Impact, Capability, and Engagement. The eight disciplines are Visualize, Focus, Develop, Evaluate, Engage, Reach, Communicate, and Evolve. How is, or do you envision, your program being organized?

Answered: 7 Skipped: 3

#	RESPONSES	DATE
1	The AWIH was not developed to be complicated and confusing. It is a simple bottom up approach to engage employees in developing process improvement, operational improvements, employee engagement, and/or financial efficiencies. The primary goal of the AWIH is to cultivate a culture of exploration within the organization. It is designed to be an open, dynamic, and flexible environment that encourages cross-functional collaboration and the exchange of ideas.	7/28/2023 11:35 AM
2	We have our strategic business plan that covers: - delivering equitable essential services - stewarding environment and health - empowering our customers community and employees - strengthening our utilities business practices This division reports on the initiatives, investments and metrics throughout this plan. We also focus on elements within it - such as continuous improvement and strategic tech planning. We follow a similar method as shared above when planning for initiatives, investments and program development. Organizational change management is an important aspect of this planning too.	7/27/2023 11:03 AM
3	Problem solving: identifying problems, big and small, and finding and implementing solutions.	7/19/2023 8:11 AM
4	Water, Transportation, Facilities Within each innovations in: 1. technology & tools, 2. Business processes	7/18/2023 2:09 PM
5	N/A	7/18/2023 2:00 PM
6	We do not have a formalized framework for this program yet as it is still being developed.	7/18/2023 1:09 PM
7	The framework that LADWP has developed is very similar to how I see our innovation group look like.	7/18/2023 11:02 AM

Q4 Would your utility be interested in engaging with a network amongst AMWA utilities to talk about innovation programs and share information?

Answered: 9 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	88.89%	8
No	11.11%	1
TOTAL		9

#	IF "YES", PLEASE PROVIDE CONTACT INFORMATION IF DIFFERENT FROM SURVEY RESPONDENT:	DATE
	There are no responses.	